



CITY OF SAN BRUNO

WATER AND WASTEWATER RATE INCREASE NOTICE

All water and wastewater rates will increase on utility bills generated after September 1, 2012. The new rates for these services are provided on this insert. For questions regarding water and wastewater services and rates, please call the City of San Bruno Finance Department at 650-616-7086. For more information please visit: http://www.sanbruno.ca.gov/finance_utilitybilling.html.

Monthly Service Charge

Water Rates

The rate structure for water service consists of a monthly service charge based on size of water meter plus a quantity charge for all metered consumption of water. The rates for all water bills generated on or after September 1, 2012 are as follows:

	Meter Size	Service Charge
Single-Family Resident	All	\$ 15.32
Multi-Family, Business, Commercial, and Industrial	3/4"	\$ 15.32
	1"	\$ 21.85
	1-1/2"	\$ 38.19
	2"	\$ 58.94
	3"	\$ 94.36
	4"	\$ 168.89
	6"	\$ 332.26
	8"	\$ 573.22
	10"	\$ 891.77

Wastewater Rates

The rate structure for wastewater service consists of a uniform monthly service charge for all properties, plus a quantity charge based on metered water use. For all residential accounts, the quantity charge is based on the average metered water use consumed through two billing periods during the winter months (November through April).

The rates effective for all wastewater bills generated on or after September 1, 2012, are as follows:

	Meter Size	Service Charge
Single-Family Resident	All	\$ 20.02
All Other Accounts (Based on Water Meter Size)	3/4"	\$ 20.02
	1"	\$ 22.69
	1-1/2"	\$ 29.36
	2"	\$ 37.37
	3"	\$ 56.06
	4" and above	\$ 82.75

Quantity Charges for Each Unit* of: (one unit of water equals 100 cubic feet or 748 gallons)

Water Consumed per Billing Period

	Tier	Unit Price
Single-Family Resident	1: 0-10 units	\$ 5.06
	2: 11-20 units	\$ 6.07
	3: 21+ units	\$ 8.10

	Each unit	Unit Price
All Other Accounts		\$ 5.72

Wastewater Based on Property Classification

	Classification	Unit Price
Single-Family Resident	R	\$ 6.88
Commercial	C-1	\$ 6.40
	C-2	\$ 6.88
	C-3	\$ 9.79
	C-4	\$ 12.70
Government	G	\$ 6.88
Industrial	I-1	\$ 6.88
	I-2	\$ 4.94 plus COD: \$ 0.38 /lb
		Suspended Solids: \$ 0.78 /lb

The amount by which the water bills at any particular property will be affected by these rate increases depends on the size of the meter connection and the amount of water consumed.

Any account for which the City of San Bruno must procure water from North Coast County Water District to provide service shall also be charged a Differential Cost of Supply Charge reflecting the higher cost of water procured from this source (currently, this cost is \$0.31 per unit of water consumed by the account).

Cost of Providing Reliable Water and Sewer Services Are Rising

Why rates are increasing:

The City of San Bruno has a very old utility system. Our 300 miles of water distribution pipelines and wastewater collection mains average 60 years old—some pipelines are over 100 years old. Many water lines in the older areas of the City are subject to leaks or breaks. Several water tanks and pump stations require significant rehabilitation to improve system reliability and ability to withstand a major earthquake. Many wastewater lines are decaying and are partially blocked with tree roots that can result in backups.

The work program will include installing larger water and wastewater pipes in the street for more reliable flow and easy access. The City will also make needed improvements to its aging pump stations and water reservoir tanks. The following are some of the projects that will begin construction over the next five years:

- Replacing wastewater mains in the eastern area of the City south of I-380
- Rehabilitating the Olympic Sewer Pump Station
- Replacing water mains on Spyglass and Merion Drives and in the central and eastern areas of the City
- Rehabilitating the Cunningham and Glenview Water Tanks, and College Drive Pump Station
- Expanding and improving wastewater treatment facilities jointly owned with the City of South San Francisco

In addition, the rate increase includes future increases in the cost of wholesale water purchased from the San Francisco Public Utilities Commission's Hetch-Hetchy water system, which supplies approximately 50% of San Bruno's water. An increase in 54% in the cost of water is projected in the next five years as San Francisco undertakes its own major capital improvement program to ensure seismic safety and the reliability of its water delivery system.

Changes to your utility bill

- A **third tier** has been **added** to single-family residential **water consumption** charges to **encourage conservation** and to **minimize the rate increase impact** to low water consumption customers.
 - Tier 1: 0-10 units
 - Tier 2: 11-20 units
 - Tier 3: 21+ units
- A single monthly service charge for single-family residential water service, rather than a charge based on meter size.
- There is a **change** to the City's **payment mailing address**. Please mail all of your water, sewer, and garbage payments to: **570 Linden Avenue**
San Bruno, CA 94066

Ways to reduce your bi-monthly (or monthly) bills:

San Bruno understands that its customers are facing tough economic times. Customers can reduce their bills by conserving water, especially during the winter months of November through April, which will lower your sewer costs.

In addition, the City of San Bruno offers a low-income program that provides a 25% reduction in rates for qualified customers. This program is based on the size of the household plus total combined annual income, as shown below.

Number of People in Household	Total Combined Annual Income (must not exceed)
1	\$38,850
2	\$44,400
3	\$49,950
4	\$55,500
5	\$59,950
6	\$64,400
7	\$68,850

For more information or to apply for low income program, please visit

http://www.sanbruno.ca.gov/finance_lowincome2.html.

Paying your bill

Avoid late penalties by signing up for **automatic payment services** through the City of San Bruno. There is no charge for this service and it's convenient. You can also pay your bill online at

<https://www.onlinebiller.com/sanbruno/index.html>

Residential customers are **billed every two months** on approximately the same day each period. Customers living east of Interstate 280 are billed during the even months (e.g. February and April). Customers living west of Interstate 280 are billed during the odd months (e.g. January and March). The billing period is approximately 60 days and is detailed at the top of each billing statement.

Cash, check and Visa and MasterCard payments are **accepted** at City Hall, **Monday through Friday** 8 am to 5 pm. A 24-hour **drop box** is available outside the Linden Avenue entrance to City Hall, however, customers **should not leave cash payments in the drop box**.